

## **Job Description**

**1. Job Title: Relief Retail Manager (Mobile)**

Reports to: Area Support Manager

Accountable to: Area Retail Manager

Job Family: Managerial and/or Specialist

Range: A

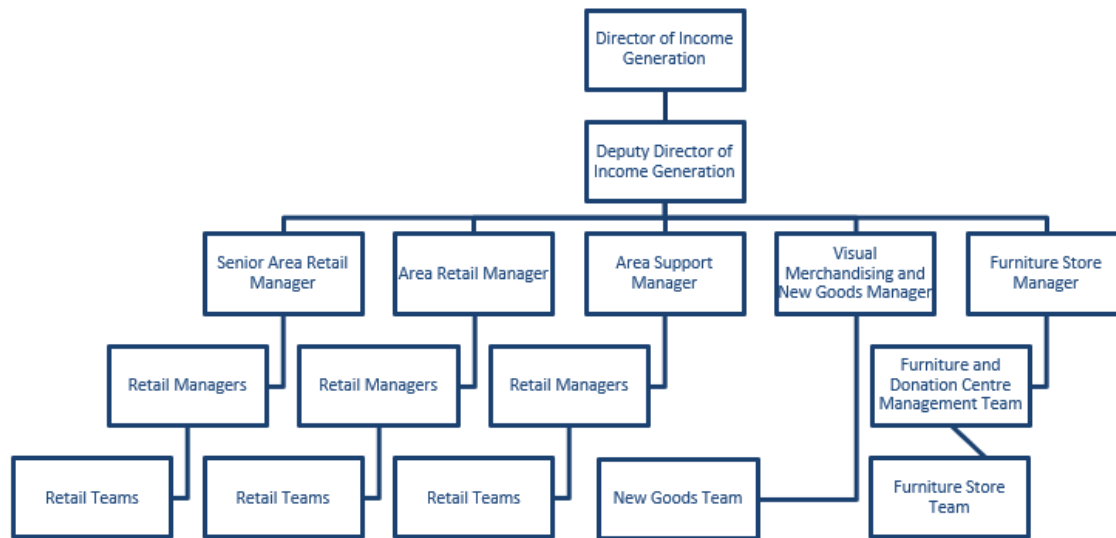
Date: October 2024

**2. Job Summary:**

The post holder will provide managerial support to all retail locations across the Ashgate Hospice shop network during periods of managerial absence. When covering a shop or Retail location, the post holder will assume full responsibility for all aspects of shop management and will positively promote and support any of the shop or location tasks or objectives. The post holder will work as part of the retail team, responding to the requirements of the retail operation to maximise profitability, uphold standards, comply with H&S procedures and retail policies.

The post holder will demonstrate behaviours which support the hospice's Values.

### 3. Organisation Chart



### Main Duties & Responsibilities

#### INCOME GENERATION .

- Provide management cover for vacancies, planned and unplanned absence or additional support within any of the Ashgate Hospice shops or retail locations, as required. .
- Assist in achieving shop income and expenditure targets. .
- Assist in achieving shop gift aid targets, maintaining compliance protocol. .
- Maximise the value of donated stock by identifying/researching items of value and liaising with the eBay team, sending onto the eBay department for online listing.
- Implement and monitor the use of a site-specific pricing structure to ensure price levels of donated items maximise income potential. .
- Action daily floor walks/handover actions from the shop/location manager to ensure high standards are achieved and maintained.

## STOCK

- Monitor stock quality and donation levels working alongside the Donation and Distribution Centre Manager and Area Support Manager to implement appropriate action as required. ·
- Monitor and rotate stock so that no items remain on the shop floor longer than the agreed rotation time limits. Ensure rotation activities are processed efficiently, returning stock to the DDC or other shops when requested.
- Working with in store teams, to follow best practices for the processing, storing, and displaying of New Goods stock to support income targets. Support staff and volunteer training on the New Goods booking in process within our ePos system. ·
- Ensure no prohibited stock (as per Stock Sorting Policy) is sold on shop floors and that its disposal is in line with Ashgate Hospice guidelines.

## CUSTOMER EXPERIENCE ·

- Act as an Ashgate Hospice Ambassador within the local community, proactively driving an excellent Customer and Donor experience, ensuring that all customers are valued by staff and volunteers. ·
- Act as a point of contact, ensuring all queries about the services which Ashgate Hospice provide are answered promptly.

## VISUAL PROPOSITION

- Use management knowledge and reports available to ensure the shop stock is displayed proportionately, price ranges are in-line with the pricing structure.
- Maintain high standards of visual merchandising throughout the shop creating innovative displays and maximising use of window and internal display opportunities.
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the Store including the sales floor and stockroom areas.
- Maintain excellent use of Point of Sale (POS) communications.
- Be a designated shop key holder, opening and closing the premises for trading hours.

## **TEAM MANAGEMENT & DEVELOPMENT**

- Support and promote a respectful, compassionate and inclusive workplace culture by living and upholding Ashgate values and behaviours in daily activities ensuring that all staff and volunteers feel valued and heard.
- Contribute to the leadership and management of team members, fostering a collaborative environment where team members support each other in overcoming challenges and achieving goals.
- Encourage and coach the development of team members, supporting and encouraging decision making and problem-solving scenarios.

- Lead by example and adhere to all Ashgate Hospice policies and procedures.
- Work closely with the People Services team to recruit, onboard, train, develop and retain employees and volunteers ensuring that this is effectively managed and staffing levels are in line with requirements.
- Be responsible for the line management of your direct reports providing support through objective setting, annual reviews, one to ones and agreement of personal development plans

Work closely with the People Services team and your designated HR Business Partner to ensure all aspects of people management are well managed and appropriately addressed in line with the organisation's HR policies, procedures and values e.g. Recruitment and selection, annual reviews, disciplinary, grievance and absence management

- Take the lead on regular team meetings where open discussion is encouraged creating a safe and inclusive environment to drive continuous improvement and information sharing.

## COMMUNICATIONS

- Ensure staff and volunteers are fully briefed on any Ashgate Hospice news, developments, work and campaigns during the period of cover.
- Attend Retail Shop Manager Meetings, Cluster meetings and other meetings set by Ashgate Hospice, cascading information to the teams where appropriate.
- Listen to any concerns or queries communicated to you by any of the shop/location teams. Support concerns or queries with a suitable response, or where this is not possible, directing the query to another member of the Retail team.
- Complete a handover at the end of each period of shop/location cover for the returning shop/location manager or staff members.

## HEALTH AND SAFETY/SECURITY PROTOCOLS

- Working with the Health and Safety Manager, ensuring all H&S risk assessments, standard operating processes, PAT testing and monthly Health and Safety checks are adhered to for the shop/location being covered.
- When responsible complete H&S monthly audits & ensure that fire procedures are followed, and appropriate legal notices are displayed.
- Ensure all working processes are conducted safely and in line with Fire and Health and Safety Legislation, raising any concerns with you line manager.
- Ensure all retail premises are secure, reporting any security concerns to the Area Support Manager or Area Retail Manager.
- Ensure that all staff and volunteers follow the correct cash handling and stock handling procedures within the shop at all times, providing feedback and further support where needed.

- Report any maintenance issues via the Vantage system.
- Ensure all accidents/incidents are reported correctly in accordance with internal processes.

#### OTHER DUTIES

- Ensure all daily and monthly administration is completed promptly, transferred to the relevant department, or filed securely in store within Ashgate Hospice guidelines. This includes including finance paperwork, petty cash receipts, HR documentation and volunteer records.
- Work closely with the Area Support Managers and Area Retail Manager to ensure any problems in the shop are resolved quickly and effectively.
- Be willing to take advantage of any training and development opportunities which are relevant to your role.
- Feedback to staff and volunteers any learning, development or best practice that may be relevant.
- Embrace changes and development of new IT and operational procedures across Ashgate Hospice.
- Ensure that all electronic records and e-mails are actioned or responded to appropriately and within timeframes set, complying with the data protection act, GDPR rules and hospice security procedures.

#### PERSONAL DEVELOPMENT

- Through the annual review process, agree individual objectives and develop a personal development plan linked to team and individual objectives.
- Attend external events where appropriate to deepen understanding of specialist area and/or leadership
- Demonstrate continuing Professional Development, develop new skills as required

#### COMMUNICATIONS & WORKING RELATIONSHIPS

- Internal: All staff and volunteers; department managers. Senior management team and trustees
- External: Shop Managers, staff and volunteers. External business groups and associations

This Job Description describes the main duties of the post holder and is not exhaustive. .

This Job Description will be reviewed with the post holder as part of the regular performance review.

This Job Description does not form part of the Contract of Employment.

## PERSON SPECIFICATION

**Job Title:** Relief Retail Manager (Mobile)

1. Attainments/Qualification (assessed by Application, Interview or Test)	
<b>Essential</b>  Level 2 or above in English Language and or equivalent qualification (A)	<b>Desirable</b>  Continued personal development within the Retail Sector (A) Leadership/management training (A)
2. Skills (assessed by Application, Interview or Test)	
<b>Essential</b>  Excellent people management and leadership skills with the proven ability to manage and motivate others to achieve exceptional results. (A, I)  Ability to establish and maintain effective working relationships with staff and volunteers at all levels and from a wide variety of backgrounds (I,T)  Excellent communication skills (verbal and written communication) with the ability to summarise and present ideas and information to influence at all levels (A,I)  Good organisational and time management skills (A,I)  The ability to plan and prioritise workloads and delegate accordingly (A,I)  Excellent numeracy skills, which will ensure clear understanding and control of	<b>Desirable</b>  Well-developed commercial awareness (A) Visual Merchandising experience (A,I)

<p>budgets, procedures processes and profitability (A,I)</p> <p>Ability to understand and analyse financial data (A,I)</p> <p>Competent in use of MS Office (A,I)</p>	
<b>3. Knowledge/Experience</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <p>Knowledge of cash handling/Banking protocol (A,I)</p> <p>Understanding of/ability to demonstrate health and safety best practices(A,I)</p>	<p><b>Desirable</b></p> <p>Experience of working at management level in a retail environment (A)</p> <p>Knowledge and experience of the recruitment process (A)</p>
<b>4. Other factors</b> (assessed by <b>Application, Interview or Test</b> )	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Personal integrity and ability to live the hospice values (I)</li> <li>• Willingness and commitment to continual professional development (A)</li> <li>• Driving licence and access to a vehicle. (A)</li> </ul>	<p><b>Desirable</b></p>